

HOT TIPS FOR BUSY PARENTS

at Exeter Pediatrics

Scheduling:

1. Months: The busiest months of the year in our practice for sick visits are January, February and March. August is the busiest month for well child visits. If possible, try to schedule appointments for physical exams during other months of the year.
2. Dates: Mondays and Fridays are the busiest days in our practice. If possible, try to schedule physical examination appointments or consultation appointments on Tuesdays, Wednesdays or Thursdays.
3. Time: The quietest times of the day are the first appointments in the morning or the first appointments in the afternoon (8:30 a.m. and 1:30 p.m.). Arranging appointments at this time will also result in the least amount of waiting. The later in the morning or the later in the afternoon the appointment, the longer the wait may be.

Visits:

1. If your child is unable to wait in the waiting room, please ask if an examining room could be available for you.
2. You may find it convenient to call approximately one hour before you leave for your appointment to see if the doctor or nurse practitioner is running on time. This will help you plan your schedule, including the possibility of bringing things to entertain your child if there is going to be a wait.
3. If you feel that certain parts of the exam should be done first (because of your child's preference), please let the physician or nurse practitioner know so they can best meet your needs.
4. If your child is scheduled for a physical examination, please try to dress him or her in clothes which are easy to remove.

Phone Tips:

1. Physicians usually return phone calls at lunch time (12:45 to 1:30) or after 5:00 p.m. If you need a response from a physician and cannot wait, please make sure that the person taking the message understands at what time you must hear back from the physician.
2. When you call our office, there is a telephone prompt for referrals. Please utilize this line if you need a referral completed by your provider.

Supports:

1. Our care coordinator, Jody Couillard, is available to help with financial situations, behavioral issues and general emotional support issues. There is no charge for this service. Please feel free to ask your doctor about Jody, or to schedule a time to meet with her.
2. If the physician who regularly sees your child is not in, and you know the name of a physician who knows your child almost as well as your physician, please ask if that physician can return your call if you have questions.
3. Even though physical examinations include a physical component, if you feel that other issues need to be discussed and have priority over the physical examination, please let your physician know. Our priority is to meet your needs.
4. Feel free to schedule an appointment without your child if you have concerns that you would like to discuss without the child present.

These tips were provided by parents and staff of Exeter Pediatrics. We would appreciate any additional hot tips that would improve care for children.